

CITY OF RIVERSIDE

0830

07/07/04

HUMAN RESOURCES DEPARTMENT

Revised

CLASSIFICATION SPECIFICATION**TITLE: UTILITIES FIELD SERVICES MANAGER****DEFINITION**

Under general direction, to plan, direct, and supervise field and office work related to the initiation and termination of service, reading of electric and water meters, diversion of supplied electricity or water, and review and implementation of related computer systems; interface effectively with customers and assist in handling customer complaints; and to do related work as required.

REPORTS TO: Utilities Assistant Director/Finance and Resources

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Utilities Assistant Director/Finance and Resources. Exercises general supervision over Utilities Field Service Supervisors and subordinate staff.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to, the following:

- Coordinate and participate in the analysis and development of automation/information systems requirements related to meter reading and service work.
- Identify and assist in the development of interfaces between the various systems to assist in the efficient processing of work.
- Manage the reading of electric and water meters, service work, and related tasks.
- Confer with utility customers regarding meter misreads, service work, applicable customer service policies and procedures, and conduct of subordinates.
- Assist in the development and implementation of systems and procedures.
- Coordinate activities with other divisions and sections within the Utility and the City.
- Assist in budget preparation and administration.
- Interview and select applicants for subordinate positions.
- Supervise, train, and evaluate subordinates.

QUALIFICATIONS**Knowledge of:**

- Principles of supervision, training, and performance evaluation related to field and administrative staff.
- Principles, techniques, and capabilities of electronic data processing.

- Principles of modern practices of basic project management, general management, personnel, basic accounting, budgeting, and mathematical methods and procedures.

Ability to:

- Communicate clearly and concisely, orally and in writing.
- Plan and coordinate multiple areas and projects.
- Maintain complex automated and manual system and financial records.
- Develop and implement rules, procedures, and policies related to meter reading, service work, customer service, and automated information gathering and processing.
- Develop meter routes and make route assignments.
- Deal tactfully with the public.
- Develop, prepare, review, and maintain systems and reports.
- Select, supervise, train, and evaluate assigned staff.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to a Bachelor's degree from an accredited college or university with major work in business administration or closely related field. Additional qualifying experience may be substituted for the required education on a year for year basis.

Experience: Three years of experience in managing field and administrative staff, utilizing automated systems, preferably in a customer service related field.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of or ability to obtain an appropriate, valid Class "C" California Motor Vehicle Operator's license.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Utilities Field Services Manager

TO: Utilities Customer Service Manager